

# What's Happening?

A NEWSLETTER

FOR THE MAINE MEDICAL CENTER FAMILY

## Get a massage...right here!

If you've ever had a massage, you know it relaxes your tense muscles, helps you manage stress, has a positive impact on your mood, and encourages general relaxation. It can also improve circulation and immune system functioning.

Since July, MMC has made massage therapy available right here for employees to take advantage of during breaks or outside of work hours. Three licensed massage therapists provide this service and are available by appointment for 15- or 30-minute massages. Just go to our intranet to schedule one! Employee massage services are provided on the fourth floor of the Maine General Building.

Individuals can schedule appointments for themselves, and department heads can purchase appointment times for their employees. Sheila Parker, RN, Head Nurse, has purchased blocks of time for staff on R1 and in CRU and SCU to take time to enjoy the benefits of massage during the workday. Each Friday, names are drawn and staff get to take a few minutes for a massage break. "After a hectic, non-stop morning, it was wonderful to stop and have this totally relax-

MASSAGE, SEE P.6

## MMC physicians open door to healthcare for uninsured

Many primary care and specialty physicians have joined a unique provider network that is opening the door to healthcare for many low-income, uninsured adults. CarePartners was jointly developed and is now jointly administered by MaineHealth, Maine Medical Center, MaineGeneral Medical Center in Kennebec County, and Miles Memorial Hospital and St. Andrews Hospital in Lincoln County. The Greater Portland program is a department of MMC.

The program connects

eligible participants with primary care providers (PCPs) who have generously agreed to see CarePartners members for no cost or for a small office visit fee of \$10.00. When needed, PCPs can refer CarePartners members to specialty physicians who have also agreed to be members of the provider network. Diagnostic services and tests, hospital services, assistance with accessing prescription medications, and care management services are also available at low or no cost.

CAREPARTNERS, SEE P.5



## Let's Gather Together



*Let's Gather Together* as Maine Medical Center celebrates the holiday season the week of December 10.

The halls will be festive, the music merry, and the menu filled with offerings representing many cultures. A number of the menu items come from MMC's I Love Food programs. Nutrition Services continues to offer an exciting menu every year!

Do you like to sing? Here's your chance to perform by yourself or get together with others to sing popular or holiday tunes. We'll have a karaoke machine available with three microphones--possibly a new MMC tradition?

MMC's Brighton Campus will host its party Tuesday the 11th, from 1400 to 1800 hrs., and the Scarborough Campus will celebrate Thursday the 13th from 1400 to 1700 hrs.

The Bramhall Campus starts the day on Wednesday the 12th with a special morning receptions for third shift employees from 0530 to 0830 hrs. in Impressions Cafe. Staff will enjoy a celebration brunch and seasonal music. *Ralph Johnson*

RECEPTIONS, SEE P.8





Helpful information offered by MMC's  
EAP Provider, Optum Assistance

## Overcoming Fear

After the terrorist attacks on September 11, 2001, it's natural to be concerned and scared. In times like these, the future can seem uncertain. As news coverage focuses on military action, terrorist threats, and bioterrorism, it can be challenging to return to "normal life". These tips can help you deal with the anxiety you may be feeling.

- **Turn the TV off.** Limit the amount of news you watch. It's important to stay informed, but listening to the same coverage for hours can leave you feeling scared and emotionally drained. And, repeated exposure to graphic images can be extremely traumatizing.

- **Be patient.** It may take time for you to feel "normal" or safe again.

- **Communicate your feelings.** Talk to friends or family members who feel the same way you do. Or write in a journal, express your feelings in a poem, or create a piece of art.

- **Spend time with loved ones.** It's important to be with people you care about—especially in times of distress or uncertainty. Enjoy and cherish each other's company.

- **Locate support groups.** It can be helpful to realize that others have similar emotions. Be sure to find a group that's led by an experi-

enced professional.

- **Practice healthy habits.** Living a healthy lifestyle can help you better deal with stress. Eat well-balanced meals, get plenty of sleep, and exercise regularly. Try relaxation techniques such as meditation, yoga, or tai chi. Also avoid alcohol and drugs, which can negatively affect your physical and emotional health.

- **Get back into a routine.** Eat meals and exercise at the same time every day. Or start a new hobby or activity that brings you joy. Also, create new family rituals. This may help you feel like your life is getting back in order.

- **Avoid big changes, if possible.** Don't make any major decisions right now—such as changing jobs or moving. These situations cause unnecessary stress.

- **Be kind to other people.** Volunteer your services, or donate money or blood. Assisting others can help you feel in control of your own emotions.

- **Add humor to your life.** Laughing can be therapeutic—it can relieve stress and bring you happiness. Do something fun that brings a smile to your face.

### *In the Spirit of Giving...*

MMC's next blood drive will be Friday, December 21, 0800 -- 1500  
hrs. in Dana Classrooms #7 & 9

Please give.



The Healing Arts  
Chorus  
presents

*Revels of the Season*

Friday, December 14  
1900 hours

Dana Center Auditorium

*This performance is free and  
open to the public.*

*Refreshments will be served.*

### CNA course scheduled

The next CNA course offered by Portland Adult Education and Maine Medical Center will begin March 18. Information sessions will be held January 7 and 14 from 1800 to 1930 hours in the Dana Center.

This is a 10-week daytime class. The cost of the course is paid by MMC. For more information, contact Lois Bazinet at 871-2397 or [bazinl@mmc.org](mailto:bazinl@mmc.org).

### Seeking Additional Assistance

It can be exhausting and unhealthy to let fear consume you. If you're having a hard time coping with your fear, call Optum® to speak with a counselor, or to connect with other valuable resources.

Optum® is available to provide support and information.

Call any time—24 hours a day—to speak with a caring, professional counselor:

1-877-524-2961

TTY/TDD callers:  
Call the National Relay Center  
at 1-800-855-2880 and ask  
for 1-877-524-2961



# Caring

## TO MAKE A DIFFERENCE

*What's Caring To Make A Difference all about? It's about people who make MMC special. It's about the folks who are quietly working hard each day to improve themselves, improve their departments, and improve the quality of life at MMC for everyone who enters our doors.*

## Teamwork Today Pays Dividends for our Future

As a tertiary care hospital, Maine Medical Center provides healthcare to some of the area's most ill patients. One group of patients that require our specialized attention are those who receive chemotherapy for cancer treatment. MMC has become known as a leader in the field of cancer treatment with major programs for the care of both adult and pediatric patients.

Chemotherapy treatment, under the best of circumstances, is a complex process that requires a multidisciplinary approach and strict adherence to treatment guidelines and protocols. The Oncology Program Quality Improvement Committee, chaired by Terry Pickett, Oncology Program Administrative Director, believes that significant safeguards currently exist but that a thorough examination of our processes might reveal opportunities for improving patient care and safety. This is the thinking that led to the formation of the **Chemo Task Force**.

The team's purpose was to identify collaboratively the opportunities for improvement in the ordering, dispensing, delivery, and administration of chemotherapy to patients in the Gibson Pavilion, The Barbara Bush Children's Hospital Inpatient Unit, ASU, and SCU. Members of the team represented these patient care units in addition to Pharmacy Services, Maine Children's Cancer Program, Center for Performance Improvement, Information Services, Patient Registration, Nursing Resources, and hospital administration.

In order to move ahead, the first task was to give all members a better understanding of each discipline's unique responsibilities and to do this in a way that could be easily understood and evaluated. To accomplish this, the team spent valuable time flowcharting the entire process from the time the patient's admission is scheduled until treatment has been completed.

It was only after doing this that many of the potential risk areas were identified.

"This exercise really accomplished two important things," says Marj DeSanctis, Project Manager. "It gave everyone a better understanding of the entire process and it highlighted all the opportunities."

"Pharmacy and Nursing representatives came away from this with a much better appreciation for the challenges this patient population presents," says Terry Pickett. Mutual respect and a common purpose can lead to improved job satisfaction.

TEAMWORK, SEE P.4

### Improvements Identified by Chemo Task Force

Some of these improvements have already been implemented:

#### Medication Ordering

- Creation of standardized/computerized chemotherapy protocol order sets for pediatric patients
- Elimination of handwritten order
- Use of the courier for delivery of patient records to the hospital from MCCP on the day before admission
- Potential for linking 'suspended' chemotherapy orders to the correct admission date when an admission has



IMPROVEMENTS, FROM P.3

been rescheduled

## Medication Dispensing

- Pharmacy will keep an up-to-date copy of all chemotherapy protocols on-site for easy reference

- Specially trained oncology pharmacists are assigned to the Gibson and BBCH patient care units

- Batching of 'time sensitive' medications will help insure that strict treatment regimens are followed

## Medication Delivery

- Elimination of use of the pneumatic tube system for delivery of chemotherapy

- Each patient care unit has an area designated for the drop off and storage of chemotherapy

- Nursing and Pharmacy staff will have joint responsibility for ensuring that deliveries are made whenever needed

- Chemotherapy spill kits are stocked in all areas handling chemotherapy

## Administration

- The Oncology Nursing Society Cancer Chemotherapy Course will be mandatory education for all nurses who deliver chemotherapy at MMC

TEAMWORK, FROM P.3

faction and safer patient care. Everybody wins!

Standardization among all caregivers and across all inpatient sites, as well as baseline professional education of the nursing staff, are the foundation of a safer and more effective inpatient chemotherapy program.

This team is using the principles of 'rapid cycle improvement' and so have been able to implement step-by-step changes as they are developed. This has given the team the added opportunity to evaluate changes on a smaller scale before applying them across the board.

Although the work of the team is nearly over, continued monitoring over the next six months will assure that the new systems in place are working as designed.

Creativity, empathy, and teamwork developed with the coming together of these healthcare members as they addressed the needs of our critically ill patients. Their efforts have laid the groundwork for further collaboration toward improving performance in other arenas in the future.



The Chemo Task Force: back row, from left: Terry Pickett, Oncology Program; Craig Hurwitz, MD, Maine Children's Cancer Program; Kelly Welch, RPharmD, Pharmacy; Doris Skarka, RN, Clinical Director; Margaret Martin, RN, Gibson Pavilion; Aden Henry, RN, Barbara Bush Children's Hospital Inpatient Unit; Marylou Nesbitt, RN, Oncology Nurse Specialist. Front row, Lynn Moulthrop, RN, Clinical Director (standing), Pam McGuire, RN, Barbara Bush Children's Hospital; Bethany Harmon, PNP, MCCP; Pat Bruce, Information Services; Marj DeSanctis, Center for Performance Improvement; Linda Kimball, RN, SCU. AV Photo.



With the inclusion of these services, CarePartners is able to make comprehensive, medically necessary healthcare services available to enrollees. Both MMC and Mercy Hospital are participating in the program, as are many members of their respective medical staffs.

Providers decide on the amount of care they wish to donate. PCPs are asked to accept ten patients and specialists are asked to donate 20 referral visits or see a specific number of patients, regardless of the number of visits, per year. To date, 12 primary care practices representing more than 100 providers and 22 specialty practices representing more than 130 providers have joined the network. Chris Pope, MD, MMC's Medical Staff President and a member of the project's steering committee, has assisted with the recruitment of physicians to the network. "The MMC medical staff has been very generous," he says. "As physicians they know firsthand that access to healthcare for uninsured people is a serious problem. We appreciate their willingness to work with us to increase access and develop a better, more comprehensive system of care for the uninsured in our community."

To be sure they are eligible for the program, CarePartners applicants are asked to show proof of income, including a tax return. They are also thoroughly screened to make sure they are not eligible for any public (Medicaid, Medicare, VA) or employer-sponsored healthcare programs. Members are monitored for changes in their circumstances that would make them eligible for public or private health insurance or ineligible for

CarePartners.

"This rigorous screening process helps to insure that we serve the neediest in our community, those who are most likely to fall through the cracks," comments Warren Kessler, director of CarePartners and one of the primary forces in its establishment. "Making sure that those who are eligible enroll in programs that will reimburse providers is a way that we can support healthcare providers and show appreciation for the free care they provide,"

During the planning phase of the program, CarePartners' staff spoke with many physicians about their experience providing care to the uninsured and what they would like to see in an access to healthcare program. The need for access to prescription medications was identified by many. To meet this need, CarePartners established a process for enrollees to access prescriptions medications at low or no cost. The program will pay for a course of short-term medications or for a patient to get started on longer-term medications at which point they will be linked with the free drug programs offered by pharmaceutical companies. A pharmacy technician on the CarePartners staff assists enrollees with getting their medications. *John Mollica*

The second concern voiced by physicians is that the uninsured often need assistance negotiating the healthcare system, following medical advice, and meeting needs that go way beyond what a primary care provider can attend to, yet which can dramatically effect their health. In response, each

CarePartners member has a Care Manager who is available to assist the provider as much as the enrollee. The Care Manager links the enrollee with needed resources, supports them in complying with their provider's care plan, and helps them navigate the healthcare system.

Research shows that people with lower incomes are four times more likely to report poor health status. Although perhaps not the cause, their inability to access healthcare certainly worsens the problem. By building a comprehensive, accessible network of primary care and specialty providers supported by a pharmacy benefit and care management services, CarePartners hopes to improve the health status of those enrolled in the program.

Since it began six months ago, more than 90 people have been enrolled in CarePartners in Greater Portland and already there are positive results. One member is now being monitored for hypertension and has been able to access prescription medication to control his cholesterol. Another is receiving physical therapy for an injury resulting from a car accident a few years ago and will soon be returning to work. A third is getting help to manage her diabetes through medication, diet, and exercise. She reports feeling better than she has for years. Clearly, CarePartners and the primary and specialty care physicians who are members of the provider network have opened the door to healthcare for people who need it the most, resulting in some very positive outcomes.

For more information about CarePartners, please call Tory Leuteman, Project Coordinator, at 842-7000.



MESSAGE, FROM P.1

ing experience,” says Paula L. Viarello, RN, R1. Mary Biggar, RN, SCU, agrees: “What a great break in the workday! The hard part was going back to work after! Thanks for this wonderful experience!”

Other departments that have decided to offer massage therapy spot awards to staff include the Library and Nutrition Services. Any department

head is welcome to do so, and the massage therapists will come right to the unit or department to provide service when blocks of time are scheduled for multiple massages.

To schedule appointments, go to Department Index on MMC's intranet homepage. Select Employee Massage for an individual appointment or to make arrangements for departmental purchases.

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**Touch the Future! Be an MMC mentor to a Portland High School student!**

**To learn more, contact Elisa McPhee at 871-2088 or**

**e-mail [mcphee@mmc.org](mailto:mcphee@mmc.org)**

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### **Bone marrow drive a success!**

More than 100 people attended MMC's first bone marrow drive, and a total of 93 people were registered.

*Thanks to all those who participated!*

### **Good Times in the Coffee Shop**

Come volunteer with us! Several shifts available, perks (free parking, discounts, meet people, LOTS OF FUN!) Call Sandy, 871-2205.

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## **Research study on bone loss associated with aging**

Maine Medical Center's Department of Obstetrics and Gynecology is recruiting women for participation in a research study evaluating the potential benefit of celecoxib (celebrex)<sup>®</sup> and/or estrogen on mild bone loss associated with aging.

- You must be at least 60 years old and not have used hormone replacement therapy in the past six months.
- You will see a healthcare provider 5 times during a 14-week time period.
- If you qualify, you will receive free bone density testing, study medications, health questionnaires, and lab tests. You will be compensated for your travel.

FMI and initial phone screening, please call:

Helen Alves, RN, or Kate Bermingham, RN, CCRC  
Maine Medical Center Obstetrics and Gynecology Associates  
(207) 828-7980 x223

## **About People**

• At the annual meeting of the National Association of Children's Hospitals and Related Institutions (NACHRI), a poster by **Victoria Rogers, MD, Patricia Roderick, RN, MEd, and Barbara Chilmonczyk, MD**, “A Model for Quality Improvement in the Diagnosis and Management of Asthma” won the award for Best-in-Show. Forty posters from children's hospitals in the US and abroad were selected for presentation at this meeting. This work has been presented at numerous regional and national meetings.

In addition, Dr. Rogers has been invited by the CDC to speak about the outreach and education study on lead poisoning at a national meeting on environmental concerns.

• Do you have anything to share? We'd be happy to report your professional accomplishment, an award for your department, a paper presented, or some other noteworthy item in *What's Happening*. Just send the details to Martha Davoli at [davolm@mmc.org](mailto:davolm@mmc.org) or fax it to her at 871-6212.

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### ***Find your name, win a prize!***

So far, 11 employees have claimed their prizes...  
7 have not...

Look for *your* name in every issue of *What's Happening* and call 871-2196 if you find it. You'll win a gift certificate to the Coffee Shop, Flower Box, or Impressions Cafe!  
**Two winners every issue!**

*Names will be hidden within articles and announcements in italic type.*



# Marketplace

In order to ensure that everyone has an opportunity to use the Marketplace, ads may be placed *once only*. Repeats will be permitted only on a space-available basis.

## FOR SALE

Ent ctr w/doors, fits up to 36" TV, \$150; airline travel kennel, for med-lg dogs, \$25. Call 799-4262.

Antique oak china cabinet, \$900. Antique oak table w/4 chairs, \$500. Oak bureau, \$100. Call 871-6197 or 657-5567.

Weight bench with bench press rack. 2 dumbbell bars, 1 bench press bar, 4-5lb weights, 8-10lb weights, 2-25lb weights, all for \$100 or BO. Call 854-4474.

Daybed w/pull-out trundle, bedding. \$250. Lg ent. ctr, glass doors. \$100. Wurlitzer piano, lift-up bench, \$800. Lexington piano player, old, lift-up bench, \$500. Call 856-2651 or sox101957@aol.com.

Impulse rowing machine, Lexmark printer. BO. Call 761-6924 eves/w/e.

Inflatable loveseat. Brushed vinyl, navy blue, perfect for camp, kids room, comfortable, portable. \$20. Call 885-5862.

3 kerosene Monitor heaters: Model #30, \$75; model #40, \$300; KW 124 wtr htr, \$400. Kenmore 40 gal elec wtr htr, 2 YO, \$100; 275 gallon oil tank, \$100. All for \$800 or priced individually. Call 892-0812.

OOB house. 1<sup>st</sup> fl has 2BR, LR, K & BA. 2<sup>nd</sup> fl has 5BR, LR, K/DR, BA. Walk to ocean & school \$149,000. Call 934-0904 7AM - 7PM.

Commercial bldg, OOB. 6000 sq ft, Oil heat, 30 car lot. Storage/walk to ocean. 14 YO. \$420,000. Call 934-0904 7AM - 7PM.

2000 Plymouth. 26,500 miles, asking \$7,950. 1998 Ford Windstar van. 37K miles, asking \$12,000. Call 934-0904 8AM-7PM.

1992 Honda Accord LX. Black/gray, sunroof, 1 owner, clean, runs great. 104K miles. Service records.

\$5,500. Call 878-2644.

1989 Honda Civic DX, 5spd, 4dr, 160K miles, good cond, needs some bodywork. Selling price is \$500. Call 846-9216.

Cape Eliz, Broad Cove. 4000 sq ft, abutting conservation land, heated pool. 12 rooms, 4-5 BR, 2.5BA, 2 fpl, master suite with office/exercise area/fpl, hdwd & tile floors. 3 car garage. \$645,000. Call 703-212-9887 or rwatson207@aol.com.

## FOR RENT

Gray. Renovated house, new appliances. 3BR, 2BA, 2 car garage, lg K. \$1,000/mo. Call 657-7111.

House near Brighton Campus. 4BR, 3BA, 2-story, hdwd flrs, w/o basement & garage. \$1300/mo. Avail 1/1. Call 879-8065.

Cape Eliz, Broad Cove. 4000 sq ft, abutting conservation land, heated pool. 12 rooms, 4-5 BR, 2.5BA, 2 fpl, master suite with office/exercise area/fpl, hdwd & tile floors. 3 car garage. \$3250/mo + util. Call 703-212-9887 or rwatson207@aol.com.

Raymond, 8 rm restored farmhouse: 2BA, 3BR, lg K, DR, LR, study, computer room, 2 acres. Walk to country store. 40 min. to Portland. Short-term. \$900/mo + utils. Possible sale. Call 655-7355.

Scarborough, convenient to Portland and points south, off Rt 1 & I-295. Fully applianced K, W&D hookup, fpl, 1 car garage, views of Autumn Pond & Nonesuch River Marsh Preserve. \$1375/mo incl heat, water, sewer. Call 883-1937.

Near law school/MMC. Quiet, 2-family, 1<sup>st</sup> fl, sunny, 2 BR apt w/pantry, lg K, storage, new heating system w/tenant controlled thermostat. 1 car pkg. Yard. N/P, N/S. Refs, lease, sec dep. \$1,000/mo heated. Avail 1/1. Call 797-9416.

Saco, just off Exit 5, 15 min to Portland. 2BR condo with D/W, microwave, W/D hookup. \$875/mo

The deadlines for announcement-length items and **MARKETPLACE** are December 11 for the December 19 issue and

December 25 for the January 2 issue.

*All items must be in writing* and may be sent by interoffice mail to the Public Information Department, by e-mail to barstj, or by fax to 871-6212.

incl heat & elec. Call 737-8488.

So Portland. 1-2BR apt. Quiet area, heat incl. Pets considered. NS. \$775/mo + util. Call 767-3520.

Sunday River, seasonal rental. 1BR condo, sleeps 5, great deal for right group or family. Call 774-4501.

3 apts, W End. 1BR, heat & h/w incl. N/S \$650/mo. 1BR, heat, h/w, elec, pkg incl. N/S. \$1,200/mo. 1BR, heat, h/w, elec, pkg incl. N/S. \$1,200/mo. Call 657-3361.

W End 1BR, galley K, possible pet, \$700/mo. incl heat & h/w. Avail 12/15 or 1/1. Call 828-2087.

1BR apt, walk to MMC. Hdwd flrs, pkg. One year lease. No dogs. \$800/mo. Call 829-4316.

## ROOMMATE WANTED

M/F to share 2BR 1BA house w/yard, pkg w/prof M in 30s. \$375/mo incl utils. Walk to MMC. Pets possible. Call 761-2993.

Share furn 2BR Scarborough townhouse. Util & pkg incl. \$500/mo + 1/2 util. Call 885-0548.

Share lg house, S Portland, 5 min to MMC, pkg, W/D, util incl., 2 priv. rooms. N/S F. \$110/week + sec dep. Call 773-7142.

## SERVICES

Live music for holiday parties. 6 member band playing dance music from 70s--90s. Call 773-71421.



## What's Happening?

### at Maine Medical Center

- All month** **Healthviews.** Cable Channel 4, Thurs., 1400 & 2000 hrs; Fri., 0700 hrs.
- Dec. 11** Holiday Reception, Brighton, 1400-1800 hrs.  
*See p.1*
- Dec. 12** Book Fair, through Dec. 14. 2nd floor bypass, Bramhall. Call 871-2101
- Dec. 12** Holiday Reception, Bramhall, 0530--0830 hrs and 1330--1800 hrs.  
*See p.1*
- Dec. 13** Holiday Reception, Scarborough, 1400--1700 hrs.  
*See p.1*
- Dec. 14** Revels of the Season, 1900 hrs, Dana Center.  
*See p.2*
- Dec. 15** MMC at the Pirates, 1905 hrs.
- Dec. 21** Blood Drive, 0800-1500 hrs, Dana Center.  
*See p.2*
- Jan. 7** CNA course info sessions.  
*See p.2*
- Jan. 29** Overview of Integrative Medicine, presented by David Eisenberg, MD. Family Practice Grand Rounds, 0800-0945 hrs, Dana Auditorium. Email savagp@mmc.org or call 781-1654.

## Employee PC lottery is back!

Once again, MMC will hold a PC Lottery for employees, physicians, volunteers, and retirees. The systems to be given away have recently been taken out of service. They range from Pentium 133s to Pentium 233s. These are low-end systems, without CD Rom drives, with 15" monitors. They have memory ranging from 64 to 128 meg RAM and will have Windows95 installed on them.

Since all of these systems are four to five years old, most will require upgrading to run current software applications. For example, the recipient will need to purchase a CD Rom drive in order to install software applications or a printer.

For more information about the PCs being given away, call 871-2944 for a recorded message. To participate in the Employee PC Lottery, please complete the form below or write your name, phone number, and department on a 3x5 card and send it to PC Lottery - Purchasing Office. To simplify administration of this program, phone calls will not be accepted for registration. Only one entry per person, please!

----- **Employee PC Lottery** -----

Name (Please Print): \_\_\_\_\_

Telephone: \_\_\_\_\_

Department: \_\_\_\_\_

*Please return form to PC Lottery - Purchasing Office.*

### RECEPTIONS, FROM P.1

First and second shift employees and volunteers will attend an afternoon reception from 1330 to 1800 hrs. in the Dana Center, where they will enjoy a holiday buffet and music. The party is planned for the Dana Center so the music won't disturb our patients on R1.

Impressions Cafe will stop serving food at 1215 hrs. on the 12th and will close for business at 1230 hrs. For your convenience, the Coffee Shop will be open until 1930 hrs. and Impressions Café will reopen at approximately 1930 hrs.

*Let's Gather Together* and celebrate the joy of the season!

*What's Happening* is published every other week at Maine Medical Center for members of the hospital community and for friends of the institution throughout Maine and northern New England. Comments, questions, and suggestions may be addressed to the Office of Public Information, MMC, 22 Bramhall Street, Portland, Maine 04102-3175. (207) 871-2196. Editor: Wayne L. Clark.

☐ Change name or address as shown on address label.

☐ Remove my name from your *What's Happening?* mailing list.

Please return this address label in an envelope to the Public Information Department.

## What's Happening?

MAINE MEDICAL CENTER 22 BRAMHALL STREET PORTLAND, ME 04102-3175